

WHAT IS CLAIMED IS:

1. A method of mining human capital information, the method comprising:

defining one or more attributes of a communication group;
extracting a target group by searching one or more of
explicit and implicit data sources according to the defined
attributes;
communicating with the extracted target group;
logging at least some of the communications; and
analyzing the logged communications.

2. The method of claim 1 further comprising saving the
defined attributes.

3. The method of claim 1 wherein communicating with the
extracted target group includes sending to the target group an
information request based on at least one of a survey and a
questionnaire.

4. The method of claim 1 further comprising generating a
report based on a result of analyzing the logged
communications.

5. The method of claim 1 further comprising accessing an
enterprise resource planning system to extract a target group.

6. The method of claim 1 further comprising sending
information to a member of the target group triggered on an
occurrence of a life or work event associated with a member.

7. The method of claim 1 wherein defining attributes includes defining attributes based on at least one of special knowledge area, work experience, academic experience, position, and work situation associated with the target group.

8. The method of claim 1 wherein communicating occurs over at least one of a computer network, wireless, the Internet, an Intranet, electronic-mail and voice-mail.

9. The method of claim 1 wherein communicating includes sending to the target group at least one of structured communication wherein possible responses to queries are predefined and unstructured communication wherein possible responses to queries are not predefined.

10. The method of claim 1 wherein communicating includes distributing information to the target group, and receiving feedback from the target group.

11. The method of claim 1 further comprising providing an enterprise with an ability to make decisions based on a result of analyzing the one or more logged communications.

12. The method of claim 1 wherein searching explicit data sources include searching data sources having explicitly defined attribute information.

13. The method of claim 1 wherein searching implicit data sources include searching data sources having implicitly defined attribute information.

14. An article comprising a machine-readable medium storing machine-readable instructions that, when applied to the machine, cause the machine to perform operations comprising:

- define one or more attributes of a communication group;
- extract a target group by searching one or more of explicit and implicit data sources according to the defined attributes;

- communicate with the extracted target group;
- log at least some of the communications; and
- analyze the logged communications.

15. The article of claim 14 further comprising instructions to save the defined attributes.

16. The article of claim 14 wherein instructions to communicate with the extracted target group include instructions to send to the target group an information request based on at least one of a survey and a questionnaire.

17. The article of claim 14 further comprising instructions to generate a report based on a result of analyzing the logged communications.

18. The article of claim 14 further comprising instructions to access an enterprise resource planning system to extract a target group.

19. The article of claim 14 further comprising instructions to send information to a member of the target group triggered on an occurrence of a life or work event associated with a member.

20. The article of claim 14 wherein instructions to define attributes include instructions to define attributes based on at least one of special knowledge area, work experience, academic experience, position, and work situation associated with the target group.

21. The article of claim 14 wherein instructions to communicate include instructions to communicate over at least one of a computer network, wireless, the Internet, an Intranet, electronic-mail and voice-mail.

22. The article of claim 14 wherein instructions to communicate include instructions to communicate with the target group using at least one of structured communication wherein possible responses to queries are predefined and unstructured communication wherein possible responses to queries are not predefined.

23. The article of claim 14 wherein instructions to communicate include instructions to distribute information to the target group, and receiving feedback from the target group.

24. The article of claim 14 further comprising instructions to provide an enterprise with an ability to make decisions based on a result of analyzing the one or more logged communications.

25. The article of claim 14 wherein instructions to search explicit data sources include instructions to search explicit data sources having explicitly defined attribute information.

26. The article of claim 14 wherein instructions to search implicit data sources include instructions to search implicit data sources having implicitly defined attribute information.

27. A system for mining human capital information, the system comprising one or more computers configured to perform operations comprising:

- defining one or more attributes of a communication group;
- extracting a target group by searching one or more of explicit and implicit data sources according to the defined attributes;
- communicating with the extracted target group;
- logging at least some of the communications; and
- analyzing the logged communications.

28. The system of claim 27 further comprising saving the defined attributes.

29. The system of claim 27 wherein communicating with the extracted target group includes sending to the target group an information request based on at least one of a survey and a questionnaire.

30. The system of claim 27 further comprising generating a report based on a result of analyzing the logged communications.

31. The system of claim 27 further comprising accessing an enterprise resource planning system to extract a target group.

32. The system of claim 27 further comprising sending information to a member of the target group triggered on an occurrence of a life or work event associated with a member.

33. The system of claim 27 wherein defining attributes includes defining attributes based on at least one of special knowledge area, work experience, academic experience, position, and work situation associated with the target group.

34. The system of claim 27 wherein communicating occurs over at least one of a computer network, wireless, the Internet, an Intranet, electronic-mail and voice-mail.

35. The system of claim 27 wherein communicating includes sending to the target group at least one of structured communication wherein possible responses to queries are predefined and unstructured communication wherein possible responses to queries are not predefined.

36. The system of claim 27 wherein communicating includes distributing information to the target group, and receiving feedback from the target group.

37. The system of claim 27 further comprising providing an enterprise with an ability to make decisions based on a result of analyzing the one or more logged communications.

38. The system of claim 27 wherein searching explicit data sources include searching data sources having explicitly defined attribute information.

39. The system of claim 27 wherein searching implicit data sources include searching data sources having implicitly defined attribute information.

40. A method of establishing a target group, the method comprising:

 defining information associated with one or more attributes for a target group;
 saving the defined attribute information; and
 searching explicit and implicit data sources for people having the defined attributes.

41. The method of claim 40 further comprising generating a distribution list of the target group at the time information is exchanged with the target group.

42. The method of claim 40 further comprising updating a distribution list of the target group at a time information is exchanged with the target group.

43. The method of claim 40 further comprising communicating with the extracted target group including sending to the target group an information request based on at least one of a survey and a questionnaire.

44. The method of claim 40 further comprising accessing an enterprise resource planning system to define information associated with one or more attributes for a target group.

45. The method of claim 40 further comprising sending information to a member of the target group triggered on an occurrence of a life or work event associated with a member.

46. The method of claim 40 wherein defining information includes defining attributes based on at least one of special knowledge area, work experience, academic experience, position, and work situation associated with the target group.

47. The method of claim 40 further comprising communicating with the target group over at least one of a computer network, wireless, the Internet, an Intranet, electronic-mail and voice-mail.

48. The method of claim 40 further comprising communicating with the target group including sending to the target group at least one of structured communication wherein possible responses to queries are predefined and unstructured communication wherein possible responses to queries are not predefined.

49. The method of claim 40 further comprising communicating with the target group including distributing information to the target group, and receiving feedback from the target group.

50. The method of claim 40 wherein searching explicit data sources include searching data sources having explicitly defined attribute information.

51. The method of claim 40 wherein searching implicit data sources include searching data sources having implicitly defined attribute information.

52. An article comprising a machine-readable medium storing machine-readable instructions that, when applied to the machine, cause the machine to perform operations comprising:

define information associated with one or more attributes for a target group;

save the defined attribute information; and

search explicit and implicit data sources for people having the defined attributes.

53. The article of claim 52 further comprising instructions to generate a distribution list of the target group at the time information is exchanged with the target group.

54. The article of claim 52 further comprising instructions to update a distribution list of the target group at a time information is exchanged with the target group.

55. The article of claim 52 further comprising instructions to communicate with the extracted target group including instructions to send to the target group an information request based on at least one of a survey and a questionnaire.

56. The article of claim 52 further comprising instructions to access an enterprise resource planning system to define information associated with one or more attributes for a target group.

57. The article of claim 52 further comprising instructions to send information to a member of the target group triggered on an occurrence of a life or work event associated with a member.

58. The article of claim 52 wherein instructions to define information includes instruction to define attributes based on at least one of special knowledge area, work experience, academic experience, position, and work situation associated with the target group.

59. The article of claim 52 further comprising instructions to communicate with the target group over at least one of a computer network, wireless, the Internet, an Intranet, electronic-mail and voice-mail.

60. The article of claim 52 further comprising instructions to communicate with the target group includes instructions to send to the target group at least one of structured communication wherein possible responses to queries are predefined and unstructured communication wherein possible responses to queries are not predefined.

61. The article of claim 52 further comprising instructions to communicate with the target group includes instructions to distribute information to the target group, and receive feedback from the target group.

62. The article of claim 52 wherein instructions to search explicit data sources includes instructions to search data sources having explicitly defined attribute information.

63. The article of claim 52 wherein instructions to search implicit data sources includes instructions to search data sources having implicitly defined attribute information.

64. A system for establishing a target group, the system comprising one or more computers configured to perform operations comprising:

- defining information associated with one or more attributes for a target group;
- saving the defined attribute information; and
- searching explicit and implicit data sources for people having the defined attributes.

65. The system of claim 64 further comprising generating a distribution list of the target group at the time information is exchanged with the target group.

66. The system of claim 64 further comprising updating a distribution list of the target group at a time information is exchanged with the target group.

67. The system of claim 64 further comprising communicating with the extracted target group including sending to the target group an information request based on at least one of a survey and a questionnaire.

68. The system of claim 64 further comprising accessing an enterprise resource planning system to define information associated with one or more attributes for a target group.

69. The system of claim 64 further comprising sending information to a member of the target group triggered on an occurrence of a life or work event associated with a member.

70. The system of claim 64 wherein defining information includes defining attributes based on at least one of special

knowledge area, work experience, academic experience, position, and work situation associated with the target group.

71. The system of claim 64 further comprising communicating with the target group over at least one of a computer network, wireless, the Internet, an Intranet, electronic-mail and voice-mail.

72. The system of claim 64 further comprising communicating with the target group including sending to the target group at least one of structured communication wherein possible responses to queries are predefined and unstructured communication wherein possible responses to queries are not predefined.

73. The system of claim 64 further comprising communicating with the target group including distributing information to the target group, and receiving feedback from the target group.

74. The system of claim 64 wherein searching explicit data sources include searching data sources having explicitly defined attribute information.

75. The system of claim 64 wherein searching implicit data sources include searching data sources having implicitly defined attribute information.

76. A method of identifying a target group, the method comprising:

defining attributes of a first group of objects;

using at least some of the defined attributes to search at least one of explicit and implicit data sources for the first group of objects; and

using results of the search to perform a relationship evaluation to derive a secondary group of objects.

77. The method of claim 76 further comprising using the results of a previous relationship evaluation to perform a subsequent relationship evaluation to derive a subsequent group of objects

78. The method of claim 76 wherein the first group of objects includes a first group of people and the secondary group of objects includes a secondary group of people having a management relationship with the first group of people.

79. The method of claim 76 further comprising sending over a communications channel a request to the secondary group of objects information related to the first group of objects.

80. The method of claim 76 further comprising communicating with the secondary group including sending to the secondary group an information request based on at least one of a survey and a questionnaire.

81. The method of claim 76 further comprising accessing an enterprise resource planning system to define information associated with one or more attributes for a first group of objects.

82. The method of claim 76 wherein defining attributes includes defining attributes based on at least one of special

knowledge area, work experience, academic experience, position, and work situation associated with the first group of objects.

83. The method of claim 76 further comprising communicating with the secondary group over at least one of a computer network, wireless, the Internet, an Intranet, electronic-mail and voice-mail.

84. The method of claim 76 further comprising communicating with the secondary group including sending to the secondary group at least one of structured communication wherein possible responses to queries are predefined and unstructured communication wherein possible responses to queries are not predefined.

85. The method of claim 76 further comprising communicating with the secondary group including distributing information to the secondary group, and receiving feedback from the secondary group.

86. The method of claim 76 wherein searching explicit data sources include searching data sources having explicitly defined attribute information.

87. The method of claim 76 wherein searching implicit data sources include searching data sources having implicitly defined attribute information.

88. An article comprising a machine-readable medium storing machine-readable instructions that, when applied to the machine, cause the machine to perform operations comprising:

define attributes of a first group of objects;
use at least some of the defined attributes to search at least one of explicit and implicit data sources for the first group of objects; and
use results of the search to perform a relationship evaluation to derive a secondary group of objects.

89. The article of claim 88 further comprising instructions to use the results of a previous relationship evaluation to perform a subsequent relationship evaluation to derive a subsequent group of objects

90. The article of claim 88 wherein the first group of objects includes a first group of people and the secondary group of objects includes a secondary group of people having a management relationship with the first group of people.

91. The article of claim 88 further comprising instructions to send over a communications channel a request to the secondary group of objects information related to the first group of objects.

92. The article of claim 88 further comprising instructions to communicate with the secondary group includes instructions to send to the secondary group an information request based on at least one of a survey and a questionnaire.

93. The article of claim 88 further comprising instructions to access an enterprise resource planning system to define information associated with one or more attributes for a first group of objects.

94. The article of claim 88 wherein defining attributes includes instructions to define attributes based on at least one of special knowledge area, work experience, academic experience, position, and work situation associated with the first group of objects.

95. The article of claim 88 further comprising instructions to communicate with the secondary group over at least one of a computer network, wireless, the Internet, an Intranet, electronic-mail and voice-mail.

96. The article of claim 88 further comprising instructions to communicate with the secondary group including instructions to send to the secondary group at least one of structured communication wherein possible responses to queries are predefined and unstructured communication wherein possible responses to queries are not predefined.

97. The article of claim 88 further comprising instructions to communicate with the secondary group includes instructions to distribute information to the secondary group, and receive feedback from the secondary group.

98. The article of claim 88 wherein instructions to search explicit data sources includes instructions to search data sources having explicitly defined attribute information.

99. The article of claim 88 wherein instructions to search implicit data sources includes instructions to search data sources having implicitly defined attribute information.

100. A system for establishing a target group, the system comprising one or more computers configured to perform operations comprising:

- defining attributes of a first group of objects;
- using at least some of the defined attributes to search at least one of explicit and implicit data sources for the first group of objects; and
- using results of the search to perform a relationship evaluation to derive a secondary group of objects.

101. The system of claim 100 further comprising using the results of a previous relationship evaluation to perform a subsequent relationship evaluation to derive a subsequent group of objects

102. The system of claim 100 wherein the first group of objects includes a first group of people and the secondary group of objects includes a secondary group of people having a management relationship with the first group of people.

103. The system of claim 100 further comprising sending over a communications channel a request to the secondary group of objects information related to the first group of objects.

104. The system of claim 100 further comprising communicating with the secondary group including sending to the secondary group an information request based on at least one of a survey and a questionnaire.

105. The system of claim 100 further comprising accessing an enterprise resource planning system to define information

associated with one or more attributes for a first group of objects.

106. The system of claim 100 wherein defining attributes includes defining attributes based on at least one of special knowledge area, work experience, academic experience, position, and work situation associated with the first group of objects.

107. The system of claim 100 further comprising communicating with the secondary group over at least one of a computer network, wireless, the Internet, an Intranet, electronic-mail and voice-mail.

108. The system of claim 100 further comprising communicating with the secondary group including sending to the secondary group at least one of structured communication wherein possible responses to queries are predefined and unstructured communication wherein possible responses to queries are not predefined.

109. The system of claim 100 further comprising communicating with the secondary group including distributing information to the secondary group, and receiving feedback from the secondary group.

110. The system of claim 100 wherein searching explicit data sources include searching data sources having explicitly defined attribute information.

111. The system of claim 100 wherein searching implicit data sources include searching data sources having implicitly defined attribute information.